HUMAN RESOURCES OFFICE
U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER – 13 - 044

OPEN TO: All Interested Candidates/All Sources

POSITION: Computer Management Assistant, FSN–9; FP-5
(Salary approx. Tk. 74,000 per month)

OPENING DATE: September 3, 2013

CLOSING DATE: **September 16, 2013** (before 4:30 p.m.)

WORK HOURS: Full-time; 40 Hours/5 days per week

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Bangladesh is seeking an individual for the position of **Computer Management Assistant** in the Information Systems Center (ISC).

BASIC FUNCTION: Under the supervision of Systems manager, the incumbent servers as the **Systems Administrator** for post. S/he performs the following basic functions:

- Department of State (DoS) LAN/WAN Daily administration;

- Responsible for DoS Standard application integration, End User Support and Maintenance;
- Responsible for creating, developing and updating the content of the U. S. Embassy Dhaka's Intranet/SharePoint, Developing/modifying customized/ existing Web Based application;
- Regulations, Baselines, IT Equipment Inventory Management, Application/Exchange/File Print/IIS Server Administration, Mobile Computing Device Configuration;
- IRM Advisory Services and Others;
- Responsible for assisting in the management of Consular equipment and software.

MAJOR DUTIES AND RESPONSIBILITIES:

A.   LAN/WAN Daily Administration, DoS Standard application integration, End User Support and Maintenance:
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Adding, removing, or updating user UNCLASSIFIED account information, resetting passwords, etc.
- Analyzing system logs and identifying potential issues with computer systems.
- Introducing and integrating new technologies into existing data center environments.
- Applying DoS mandated operating system updates, patches, and configuration changes.
- Installing and configuring new hardware and software on DoS.
- Answering technical queries and dealing with users.
- Responsibility for documenting the configuration of the system.
- Troubleshooting any reported problems.
- Provide Technical Support to other agencies. For instance, USAID, DoD, DoJ etc. Responsible for IT security as per DoS IT Policies.
- Responsible for making sure that the computer hardware and network infrastructure for DoS is properly maintained. This position is deeply involved rolling out new software installs, maintaining the disk images for new computer installs, making sure that licenses are paid for and up to date for software that need it, maintaining the DoS standards for server installations and applications, and monitoring the performance of the network, checking for security breaches, poor data management practices.

- Keeps abreast of developments in local and international hardware, software, vendors, ISPs and other IT matters.
- Assists the Systems Manager in ensuring that users are aware of ON+ and INTERNET policies and procedures.
- Provides high level troubleshooting on all DOS and MS applications as well as hardware problems to all levels of users.
- Have in-depth knowledge on scripting on Active Directory Services

B. Regulations, Baselines, IT Equipment Inventory Management, Application/Exchange/File Print/IIS Server Administration, Mobile Computing Device Configuration:

- Administer and maintain Application/Exchange/File Print/IIS Server as per DoS Baselines;
- Keep up-to-date Inventory. It's a vital thing;
- Installing and upgrading the database server as per DoS guidelines.
- Check and monitor database system storage;
- Ensuring compliance with database DoS standard license agreement.
- Monitoring and optimizing the performance of the database;
- Backing up and restoring databases;
- Check Mail Server on Daily basis;
- Check Mail box storage space, restrictions;
- Create Personal Storage and assist users about e-mail house-keeping;
- Restore Users e-mails as on demand;
- Create and share calendar as per required permissions;
- Transfer Users from different Posts and prepare their mailbox ready by coordinating with IT Service Center Washington DC.
- Prepare Laptop for any events.

C. Intranet/SharePoint, Developing/modifying customized/existing Web Based application:

- Maintain U.S Embassy Dhaka Intranet/SharePoint;
- Assist Users to update contents on SharePoint and keep the site up-to-date;
- Keep in contact with Embassy World to maintain the SharePoint site as per Standard;
- Developing/modifying customized/ existing web based application as per Post requirement;
- Responsible for ensuring availability and performance of the databases that support the system.
- Work to ensure that the associated hardware resources allocated to the databases and to ensure high resilience and performance tuning.

- To proactively monitor the database systems to ensure secure services with minimum downtime (SQL Server 2005/2008/latest release).
- Responsible for troubleshooting and problem solving of SQL development.
- Responsible for improvement and maintenance of the databases to include rollout and upgrades.

D. IRM Advisory Services and Others:

- Research on smart IT Equipment, Check with other post what they are using;
- Submits reviews on local ISPs and their technical capabilities and limitations;
- Prepares and disseminates status reports to update management about the Internet connections being used at post;
- Keep a good contact with Vendor like ISP, Telecom to get service on real time for U.S Mission and ready for any kinds of IT tasking that will be assigned by IMO/ISO/Systems Manager.

QUALIFICATIONS REQUIRED:

1. Education: Bachelor's degree in Information Technology field is required. Industry-approved technical certification, i.e., CompTia A+ or, CompTia Network+ or, MCSE or, MCITP or CCNA will be required in order to meet minimum standard. *(You must attach a copy of your bachelor degree certificate & technical certification copy (ies) along with your application form.)*

2. Language Proficiency: Level III (Good Working Knowledge) Speaking/Reading/Writing English and Bangla required. English language proficiency will be tested.

3. Prior Work Experience: At least four years of progressively more responsible administrative and analytical work involving various computer systems , Core Network Administration, Software Development on ASP Classic or .Net/PHP and international work environments is required.

4. Knowledge: Thorough knowledge of local ISP and their practices, network operations, computer systems and their management in order to provide continued and effective operational support. Working knowledge of web languages, web design, graphics, multimedia and browsers is also required. Knowledge of telecommunications, computer security policies, management advisory services, equipment and software acquisition procedures required. Knowledge of system analysis and design techniques, applications, programming, software

development methodologies, fact-finding and documentation techniques are also required.

5. Skills and Abilities: Must be technically skilled in diagnosing, troubleshooting and resolving hardware and software problems. Able to install all types of software and hardware for PCs on the ON+ and INTERNET networks; configure Internet connections and Internet Proxy servers on a variety of hardware platforms; use utilities to convert Intranet submission to HTML and browsing format; initiate and maintain contact with appropriate persons of local ISPs for resolution of Internet-related problems. Able to promote computer and automation services and maximize the capabilities of these resources; possess good interpersonal skills; convince post management of priority issues with INTERNET and Intranet operations and secure support for enhancements. Must be able to correlate assigned projects and post priorities to systems capabilities and limitations. Ability to prepare reports, documentations and provide formal training to users.

SELECTION PROCESS:

It is essential that the candidates address the required qualifications above in the application. **Applicants who do not provide evidence that they meet the above qualification requirements may not be considered.** When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.

2. Current employees serving a probationary period are not eligible to apply.

3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY:

Interested candidates for this position must submit the following for consideration of the application:

1. Form DS-174, "Universal Application for Employment as a Locally Employed Staff or Family Member" (UAE). **This form must be completed in English.** You may fill in the answers on a computer and print it, or print a blank copy and fill it out by hand.

Application Form

2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

All Bangladeshi applicants must complete the application form & must attach the following documents; if you do not attach the below mentioned documents, your application will not be considered complete, therefore, will not be processed further:

   I) **A passport size photograph (taken within six months),**
   II) **A copy of Passport or Voter ID or Driver's License, and**
   III) **A copy of educational or trade school certificate as required.**

Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at any time.

SUBMIT APPLICATION TO:

Human Resources Office
Attention: HRO
Address: Embassy of the United States of America
             Madani Avenue, Baridhara
             Dhaka – 1212

All candidates must submit the Universal **Application for Employment form** DS-174 either by regular mail (postal service) **_or,_** deliver by Hand to the South barrier of the U.S. Embassy. **Please do not send applications via fax.**

Blank application forms are also available at the South barrier of the U.S. Embassy (near the Nepal & Vatican Embassy) and at our internet website at http://dhaka.usembassy.gov/

POINT OF CONTACT:
Human Resources Assistant
Telephone # 885-5500 (between 10am to 11am Sunday thru Thursday)

DEFINITIONS:

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:
   - Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
   - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
   - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
   - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
   - US Citizen; and,
   - EFM (see above) at least 18 years old; and,
   - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American
- Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:
- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,

- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION: September 16, 2013

NOTE: *"Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same working unit of an agency."*

The US Mission in Dhaka provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Cleared by:
HRO: x
IMO: x
FMO: x